



Information we hold about you.

In order for Protem to be able to fulfil its responsibilities as a professional counselling service, we need to record personal information about you, and for the purposes of phone and/or online counselling, store your contact details on counsellors' phones and/ or device from which a video call is made. This information includes your name, address, contact details, and GP practice.

Under an identifying code, not your name, Protem will also keep notes of 'assessment information', that is relevant medical information and aspects of your personal social and family history that you have shared. This information will be stored apart, keeping your name and contact details separately from clinical information.

Your contact details will only be used to contact you. Other personal data such as your name, address and/or date of birth would only be used to verify your identity if there was a need to contact your G.P. or a request for access to personal data from yourself or your representative or legitimate legal instrument such as a court order.

This personal information will be held for a period of three years after the cessation of your counselling at Protem, except where the counsellor in conjunction with the Counselling Manager, agrees with you to retain it for longer or where Protem believes that it is in its best professional interests to do so.

In the event of your counsellor becoming incapacitated (e.g.sudden illness), your contact details may be used by your counsellor's supervisor or another member of the Protem team, so that they can contact you to explain the situation.

Information about counselling sessions

Protem counsellors record notes of each therapy session under an identifying code. These notes will be a brief factual record of the session. This set of notes will include any agreements made regarding, for example, cancelled sessions or changes to the way the therapy is conducted.

These notes may be shared under the identifying code with the counsellor's supervisor, counselling professional body or similar for purposes of maintaining professional standards and aiding the counsellor's professional development.

These notes will be held for a period of three years after the cessation of counselling except where the counsellor in conjunction with the Protem Counselling Manager, agrees with you to retain them for longer or where Protem believes that it is in its best professional interests to do so.



Protem may make information from these notes available to legitimate third parties under the following conditions:

- Receipt of a request from you or your representative, and where the release of the notes is not judged by Protem as likely to cause you significant harm or harm to another person
- Where there is a specific legal requirement for Protem to do so
- Where there is an ethical duty for Protem to do so, for example to avoid serious harm to yourself or another person, including the safeguarding of children or vulnerable adults, or to prevent serious and imminent harm to public health or national security.

Records of contact

The counsellor will hold your name and contact details on their mobile phone and/or device from which they make video calls, until the counselling relationship ends and then s/he will delete it from his/her contact list. However, the phone/device will retain summary records of texts, calls and emails made to or from your number for the same duration as counselling notes, three years.

The Counselling Manager and Protem counsellors' phones and/or devices from which they send texts or emails, make phone calls or video calls, are password protected and have appropriate antivirus and firewall protection installed.

Your Rights

You have the right to ask to see any information Protem holds about you. To do this please either ask your counsellor, or submit a request by writing to the Counselling Manager. You also have the right to ask for information that you believe to be incorrect to be rectified. Protem will provide you with the information requested within four weeks (20 working days).

If you are concerned about the way that your information is being held please discuss this with your counsellor and/or the Counselling Manager. If you are still unhappy you have the right to complain to the Information Commissioners Office. <https://ico.org.uk>